

Client Advisor & Trainer Job Description

Reporting to: Regional Manager (South)

About the Role

The Outcomes Star touches many aspects of service delivery, from interactions with clients and practitioner skills to supervision and strategic decisions. Facilitating learning through training is a key aspect of Triangle's work as it is essential for the effective implementation of the Star. The process of implementation can support positive organisational change but needs time and appropriate attention.

The Client Advisor & Trainer role is a critical part of how Triangle support clients, through building relationships, delivering training and practically helping clients to use the Star well.

Outcomes for the Role

- Triangle's clients are provided with training, advice and are supported to make the best possible use of the Star:
- Where organisations choose to have internal 'licensed trainers' they are enabled to provide internal support for their colleagues.
- Triangle is developing new products and approaches as it learns from its clients.
- Triangle is building its reputation as a Social Enterprise

Main tasks

- The Client Advisor & Trainer will deliver a range of client training across the region and hold a caseload of clients and support them to implement the Star effectively by:
 - Putting together the best mix of training and support in an initial costed quote/proposal
 - Delivering training, both remotely and face to face, or coordinating others to do so
 - Working with our training specialists to develop our training offer to support best use of the Star
 - Contribute to the development and maintenance of our e-learning/digital learning offer
 - Developing ongoing relationships with clients by:
 - Reviewing implementation options and plans
 - Using our other tools to help clients implement the Star well throughout their organisation
 - Helping clients make the most of data they generate
 - Providing ongoing support and keeping in touch
- Liaising with other Triangle staff to ensure that our clients experience a coordinated and consistent approach
- In conjunction with other team members:
 - Delivering training to clients including the Core Course, Licensed Trainer Course and other sessions as agreed
 - Providing flexible support to licensed trainers through development days, email, phone, virtual meetings
 - Contributing to the development of new courses and resources
- Responding to new enquiries by phone and email.

- Delivering presentations about the Star, as needed, both in person and online.
- Where applicable, supporting clients to set up and use our accessible web application - the Star Online - in coordination with the Star Online help desk
- Collaborating with Triangle colleagues on specific projects related to using the Star in practice
- Work with managers to encourage them to use the Star data, understand the service strengths and identify any need for improvements.
- Actively promote the Star and market it by representing Triangle at conferences, webinars and other events to share our mission and values with others in the sector
- Sharing learning by informing their Triangle colleagues on how clients are using the Star
- Aiding the development of new Stars taking a lead on client relationships and implementation
- Identifying and sharing opportunities for improving what we do, for new business, new Stars etc.
- Contributing to development of new internal systems, training and approaches and other tasks as needed
- Building positive relationships with clients, creating opportunities to further develop the use of the Star, form partnerships and collaborate on new resources
- Keeping records of interactions with clients up to date and accurate on Salesforce
- Any other reasonable duties as required